



WISCONSIN

DEPARTMENT OF WORKFORCE DEVELOPMENT
Division of Economic Support
Bureau of Work Support Programs

**TO: Economic Support Supervisors
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No.: 01-23

File: 2810

Date: 04/17/2001

Non W-2 ☒ **W-2** ☐ **CC** ☐

PRIORITY: High

**SUBJECT: FS - NEW POLICY FOR PROCESSING REPORTED CHANGES,
INCLUDING PERSON ADDITIONS**

CROSS REFERENCE: Operations Memo 01-01
IMM Chapter I, Part B, 16.0.0-16.3.2.1
FSH Appendix 1.9.0 – 1.9.1

EFFECTIVE DATE: May 1, 2001

PURPOSE

This memo introduces a new policy for adding persons to a Food Stamp (FS) household and implementing other changes that cause an increase in FS benefits. This memo also provides clarification to policies regarding action on reported changes in FS household expenses.

BACKGROUND

Following the release of Operations Memo 01-01, Prospective Budgeting, there were many requests from local agencies for clarification of procedures for processing reported changes. Local agency failure to act on reported changes has been a significant cause of FS benefit errors. The new policy for adding persons to FS cases and implementing reported changes that cause an increase in FS benefits is consistent Statewide and eliminates the exceptions that were error prone. These policy changes are being made following consultation with Food and Nutrition Service staff.

PROCESSING REPORTED CHANGES INCLUDING PERSON ADDITIONS**OLD POLICY**

When persons were added to the FS group, they were added effective the first of the month of the report.

When changes were reported that caused an increase in benefits, the agency had the option of issuing a supplement for the month of the report or making the change effective the first of the month following the report.

NEW POLICY

All reported changes that cause an increase in the FS benefit including person additions (“adds”), decreases in income of \$50 or more, increases in expenses, etc., will be effective the first of the month following the report month if required verifications are received within 10 days of the request for verification.

Required verifications are due within 10 days of the request, **including verifications required for a person add. If verifications are not received within 10 days, and the FS case is not closed for at least one day, make the change effective the first of the month following the month verifications are received.**

Example 1: Baby is born June 25, and is reported June 27. Supplement FS effective July 1.

Baby is born June 2, and is reported June 25; supplement FS effective July 1.

Baby is born June 27, and is reported July 1; add baby effective August 1.

Example 2: Lisa reports on March 5 that her husband left the home on February 27. He was employed and his leaving causes a decrease in Lisa’s household income of more than \$50.

The ESS would redetermine the prospective estimate of Lisa’s household income for April and issue benefits for April based on the new estimate. Under the old policy the agency could have used discretion to determine if an auxiliary for March should be issued due to hardship. This is no longer allowed.

Example 3: Lisa reports on March 25 that her rent is increasing for April. She submits verification of the increase to her ESS on April 2, within 10 days.

The ESS makes the change to increase Lisa’s FS benefit effective April 1 and issues a supplement for April. If Lisa had reported the rent increase on April 2, the FS benefit increase would have been effective May 1.

Example 4: Emmy reports on March 30 that her sister Taylor moved in on March 29. Verifications are received within 10 days on April 5.

Taylor is added to Emmy’s FS case effective April 1, and a supplement is issued for April.

If verifications are not received within 10 days, and the FS case is not closed for at least one day, make the change effective the first of the month following the month verifications are received.

Example 5: Dave reports on March 25 that his Uncle Joe moved in on March 15.

Dave's ESS requests verification of Uncle Joe's information including income and assets. Verification is due April 4. As of April 5, verification is not received and the ESS closes Dave's FS case effective April 30, sending Dave a negative notice indicating that he will not receive FS for May.

The ESS receives the requested verifications for Uncle Joe on April 28. FS remain open. Uncle Joe is added effective May 1. If verifications were submitted on May 2, Dave would be required to submit a new application for FS.

For reported changes that result in a decrease in benefits, process the change to allow for adequate negative notice to be issued to the customer.

Example 6: Lisa reports on June 3 that her husband moved back into the home on May 29.

The ESS adds the husband to CARES and requests verification of his income. His income will cause a decrease in food stamps. Lisa provides the verification on June 10. Notice of a decrease in benefits is issued at adverse action in June and benefits are decreased for July.

If verification is not provided within 10 days, the ESS would enter an 'NV' on AFEI and food stamps would close June 30 for failure to verify income.

If an individual is requesting to be added to the food stamp group following a disqualification due to IPV, failure to comply with FSET requirements, failure to comply with other FS program requirements, or was an ineligible alien, eligibility for the previously excluded person will be effective the first of the month following the period of disqualification, or the first of the month following their request to be added back to the FS group, whichever is later.

Example 7: Lisa's husband Jim fails to participate in FSET and is sanctioned from August 1 – August 31. Lisa calls on August 25 and requests that Jim be added back to the FS group on September 1. Verification is complete.

The ESS adds Jim to the FS group effective September 1. If Jim is a mandatory FSET participant, the referral to FSET would not be effective until September 1.

If Lisa's request for Jim to be added back to the FS group was made on or after September 1, he would be added to the group effective the first of the month following the request.

NOTE: Remember to adequately verify and document all reported changes.

PROCESSING REPORTED CHANGES IN EXPENSES

If a customer reports a **new expense as the result of a change in the source of the expense**, end date the previous expense in CARES and enter the new expense and source. The expense must be verified in order to be counted.

Example 8: Lisa reports on June 20 that she and her family will be moving on July 1. Her new rent amount will be \$600 per month.

Her worker end dates her June shelter expense and enters a new sequence on AFSC for July and requests verification.

If this change results in an increase in Lisa's FS benefit, and Lisa submits verification within 10 days, her ESS will issue a supplement for July. If the change was reported in July (and verified timely), Lisa's FS benefit would increase for August.

If Lisa does not verify the expense within 10 days, the ESS will enter an 'NV' for the rent and the expense would not be allowed. If Lisa later provides verification, the expense would be allowed effective the 1st of the month following the receipt of the verification.

If a customer reports an **increase in an expense from the same source** the previous verified expense is counted until the increase is verified or until the next review is completed.

Example 9: Lisa reports on September 15 that her landlord will be increasing her rent to \$650 per month in October. She has not moved.

The ESS requests verification of the increased rent by entering \$650 as the new rent amount with a "?". A verification request will be generated by CARES requesting verification of the new rent amount within 10 days. The previous verified expense of \$600 is allowed until the increase is verified since CARES will continue to issue the previous confirmed FS benefit while the verification of the new shelter expense "pends".

If Lisa does not provide verification of the increased rent amount within 10 days, the ESS would re-enter the previously verified expense of \$600 with the previous verification code. The \$600 expense would be allowed until Lisa's next review or until verification of the increased rent amount is provided.

When Lisa completes her review, the current shelter expense (\$650 in this example) must be verified in order for the expense to be allowed. If the \$650 expense is not verified timely following the review interview, the ESS will enter 'NV' for the expense.

If a customer reports a **decrease in an expense from the same source** the new expense must be verified in order to be allowed.

Example 10: Lisa calls in December and reports that her monthly child care expense will be decreasing from \$250 to \$150 in January. She has not changed providers.

Example 10 (continued): The ESS changes the child care expense amount to \$150 on AFDC and requests verification. If verification is not provided within 10 days, the ESS enters 'NV' for the expense and the expense is not allowed.

Since this change will cause a decrease in benefits, adequate time for verification and negative notice must be allowed. The expense of \$250 must be allowed until the new amount is verified or an 'NV' is entered.

CONTACT

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Note: Email contacts are preferred. Thank you.